



You helped keep our families together in spite of the pandemic.  
*Thank you.*



**RMHC**  
Ann Arbor

## **Dear Friends,**

Your 2020 was presumably very different than you had planned. At Ronald McDonald House Charities Ann Arbor, the same was true.

When the first shelter in place orders were imposed, our foremost goal was to maintain safety for our families and staff, while still providing a "home away from home" to keep families close to their sick child. Non-essential staff worked remotely and volunteer programs, including the crucial Dinner Groups, had to be suspended indefinitely.

Many pediatric surgeries were cancelled, so our partners at Michigan Medicine could treat the overwhelming number of COVID patients. Many families returned to their homes to shelter there, and many more postponed treatments if they were able to keep their children isolated from the virus. For those families who returned or remained, restrictions were much tighter causing more stress and challenges for the parents of children who needed lifesaving treatment.

While our numbers of families served looks much different this year due to the restrictions necessary to protect patients and families, our mission of keeping families close continued even if it meant putting families in hotels so siblings could stay with them.

As the Dinner Group volunteer program was suspended in an effort to reduce outside traffic to the House, and because family-style meals are not allowed in the effort to keep families safe, RMHCAA turned to purchasing individual meals in the evening, as well as providing access to snacks and microwavable items. While individual dinners were a large, unbudgeted cost, community support enabled us to continue providing families a hot meal when they returned from the hospital each evening.

Throughout 2020, we navigated the constant challenges to our operations while continuing to deliver on our mission. Keeping families close to their sick child while receiving the medical care they desperately need is at the very core of what we do. Your support throughout the year enabled us to continue serving families during perhaps the most difficult time of their lives.

As we move forward in 2021, we are still unsure how this pandemic will continue to affect us. What I am sure about is the unwavering support of our donors and the community, the ongoing dedication of our employees and the continued need to serve families when they need us most. Thank you for your continued support.

With gratitude,



Kim Kelly  
*Executive Director*

*During these times of uncertainty and crisis, I couldn't be more humbled by our community partners who raised their hands to help the caregivers at C.S. Mott Children's Hospital. Our wonderful partner, Ronald McDonald House Charities Ann Arbor, was one of the first to step up to assist. Our priority is and will always be keeping our staff safe. When we opened the Regional Infectious Containment Unit to treat COVID-19 patients, the Ronald McDonald House converted the Mott House to a respite space for our physicians, nurses and care teams caring for COVID-19 patients. Many of our team members stayed at the Mott House for several weeks while caring for the most critically-ill patients in our state. Thank you for your compassion and concern for our frontline superheroes.*

LUANNE EWALD

COO of C.S. Mott Children's Hospital and Von Voightlander Women's Hospital at Michigan Medicine

## **Our Partnership with C. S. Mott Children's Hospital**

When the pandemic hit, no one knew how long it would last. Michigan Medicine turned the top floor of C. S. Mott Hospital into the Respiratory Intensive Care Unit, and staff rallied to provide care to COVID patients from across the state.

As families consolidated at RMHCAA's Main House, the Mott House located inside the hospital, was quickly converted into a place of respite for exhausted health care workers working long hours on the front lines of the pandemic.

Julie Juno, the Nursing Director on 7 East, had no idea she would end up working every day from March 13, until the end of April. The first two weeks of the pandemic, staff were working 16-18 hour days, and were sometime so tired they didn't know if they could drive home.

"The Mott House was a peaceful oasis in the middle of the pandemic chaos", said Julie. "I only lived 10 miles away, but I was afraid of what I would bring home to my family, and I was so exhausted being there allowed me more minutes of precious sleep. Using the Mott House allowed me to get off shift, shower, sleep and go straight back to the unit at 5 am. (Many nurses would be so tired at the end of the shift they couldn't drive home and just needed to go to sleep. They could call security, get a key and go right to a room.)"

"The Mott House made a huge difference in being able to keep the effort up day to day and keep energy up, and knowing we felt cared for and safe by being able to use that space."

### **Number of families served in 2020**

#### **Main House**

**147 families stayed  
4,715 nights**

#### **Mott House**

**157 families stayed  
2,408 nights**

#### **Hotels**

**56 families stayed  
185 nights**

#### **Longest Stay**

Main House: **228 days**  
Mott House: **143 days**

#### **Cost of Meals Served in 2020**

**\$25,128**

## Your generous support made a huge impact on our families

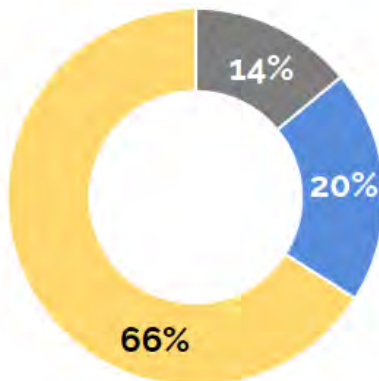
Here are a few quotes from grateful RMHCAA families:

*To those who made our stay possible, thank you. Our sweet daughter was not diagnosed with her life-threatening heart defect until after birth. We had no time to plan or prepare for an 8 week stay, 2 hours from home. Thank you for making it possible for us to be close to our precious daughter.*

*Living in Traverse City, my son's 36-day stay at Mott would have looked so different if I had not had RMH to turn to. The House and staff were so loving and warm, and gave me some sense of normalcy and grounding in such a turbulent time. Thank you for helping me stay so close to my son when he needed me most.*

*Thank you from the bottom of the heart for everything you've done for us, for all your support.*

## The Impact of Your Donations



For more than 35 years, Ronald McDonald House Ann Arbor has relied on community support to serve families with seriously sick children. We've seen economic good times and bad times. But never have we endured a pandemic. Because of you — your generosity, your love and compassion — we made it through 2020. You changed the lives of families with seriously sick children and we are grateful. You've shown us that we will get through this together.

■ Programs   ■ Fundraising   ■ Management



For more information, contact RMHCAA's Director of Development  
Julaine LeDuc at [jleduc@rmhcannarbor.org](mailto:jleduc@rmhcannarbor.org).

Ronald McDonald House Charities Ann Arbor  
1600 Washington Heights, Ann Arbor, MI 48104  
[rmhcannarbor.org](http://rmhcannarbor.org)

